

Core Customer (non-PI)

Logging in first time:

Go to https://utsw.corefacilities.org/service_center/show_external/4313

Log in with your UTSW credentials

If you are taken to a registration page, please contact support@ilabsolutions.com

Update your time zone

Choose your PI

After your first log in only, your PI must accept you into their "lab." This will then allow you access to sub ledgers.

Subsequent Log ins:

At subsequent log ins, you should land on your homepage

On your homepage you can view quick links to frequently used facilities, view requests that require attention and view a list of your reservations.

The screenshot shows the iLab Solutions homepage. At the top left is the logo "iLab Solutions" with the tagline "save money, save time". Below the logo is a navigation menu with three main sections: "home" (with a callout 1), "core facilities" (with a callout 2), and "manage groups" (with a callout 3). The "home" section includes "communications (1628)". The "core facilities" section includes "my reservations", "view requests", "list all cores", "invoices", and "reporting". The "manage groups" section includes "my labs", "my departments", "Testing Institution", and "people search". At the top right, there are links for "system upgrades", "leave iLab feedback", "my profile", "support", and "logout Franklyn Crane". Below these links is a search bar labeled "Search cores and services..." with a "Go!" button (callout 5). In the center, there is a "Home" panel with a "help" button (callout 6). The panel contains a message: "The new 'Home' panel provides you with quick access to recently used resources, important information and items that require your attention." Below this message are three sections: "For All Users", "For Administrators & Lab Managers", and "For Core Managers", each with a list of links. Callout 4 points to the top navigation links.

- 1) home – communications menu options
- 2) core facilities – my reservations, requests of services or projects, list of cores you can access
- 3) manage groups – my labs to see details about your lab and lab members
- 4) Links to view updates, contact iLab support, manage your account, manage your support tickets, and view help documents
- 5) Search bar
- 6) Help tab